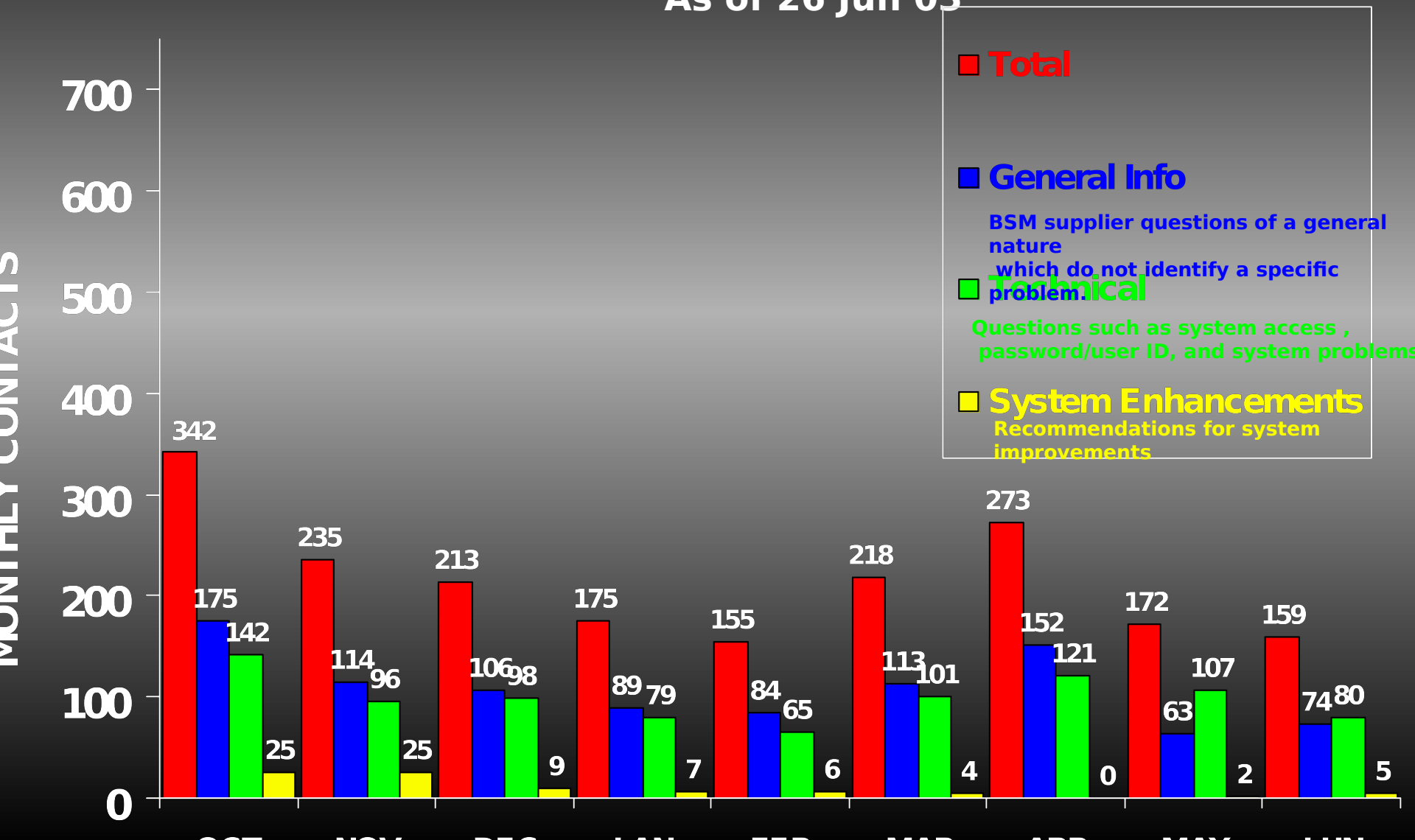
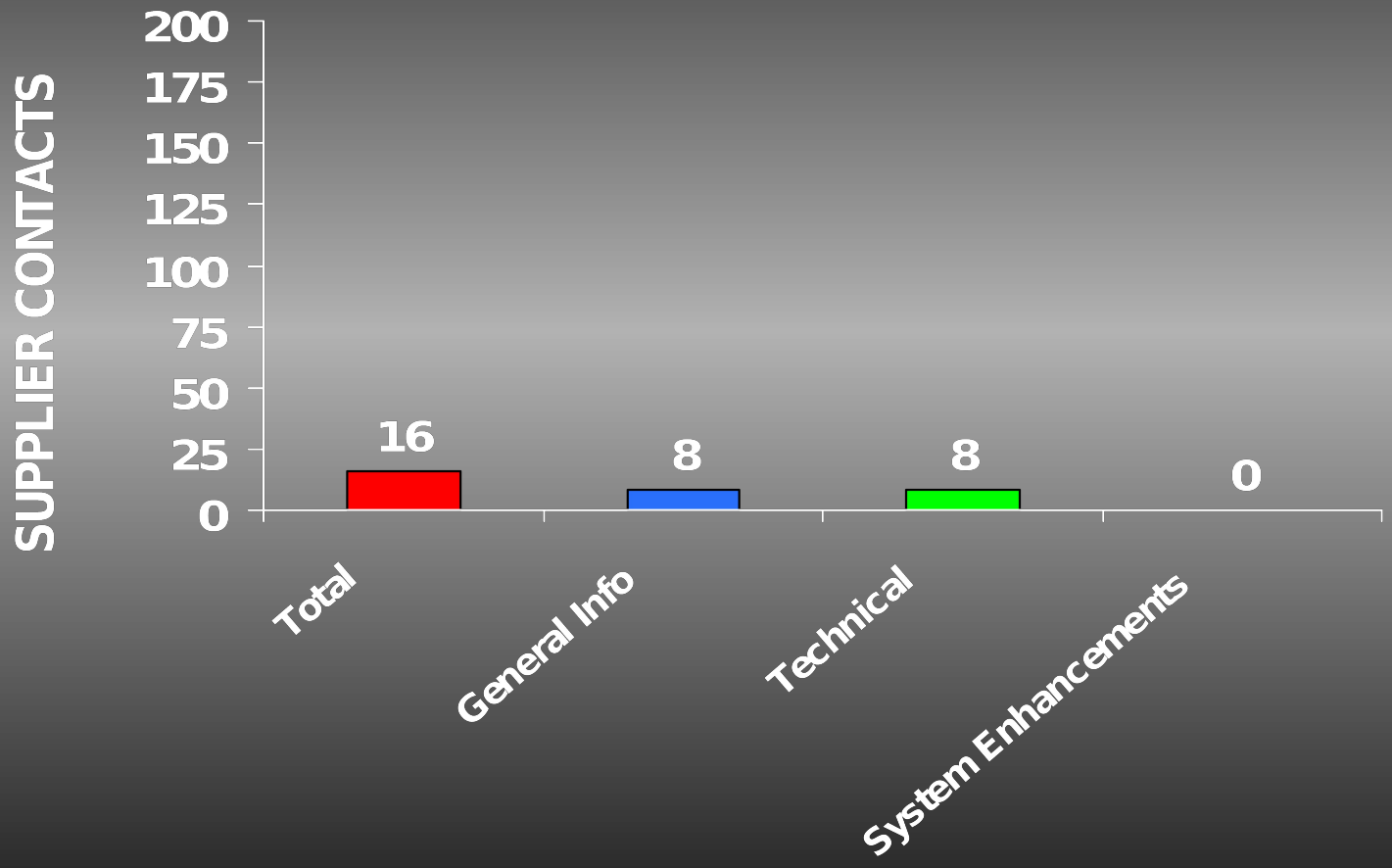
# SRweb RELATED CONTACTS

As of 26 Jun 03



# SRweb RELATED CONTACTS

## WEEK OF 20 – 26 Jun 03




**Total**

**General Info**

BSM supplier questions of a general nature which do not identify a specific problem.

**Technical**

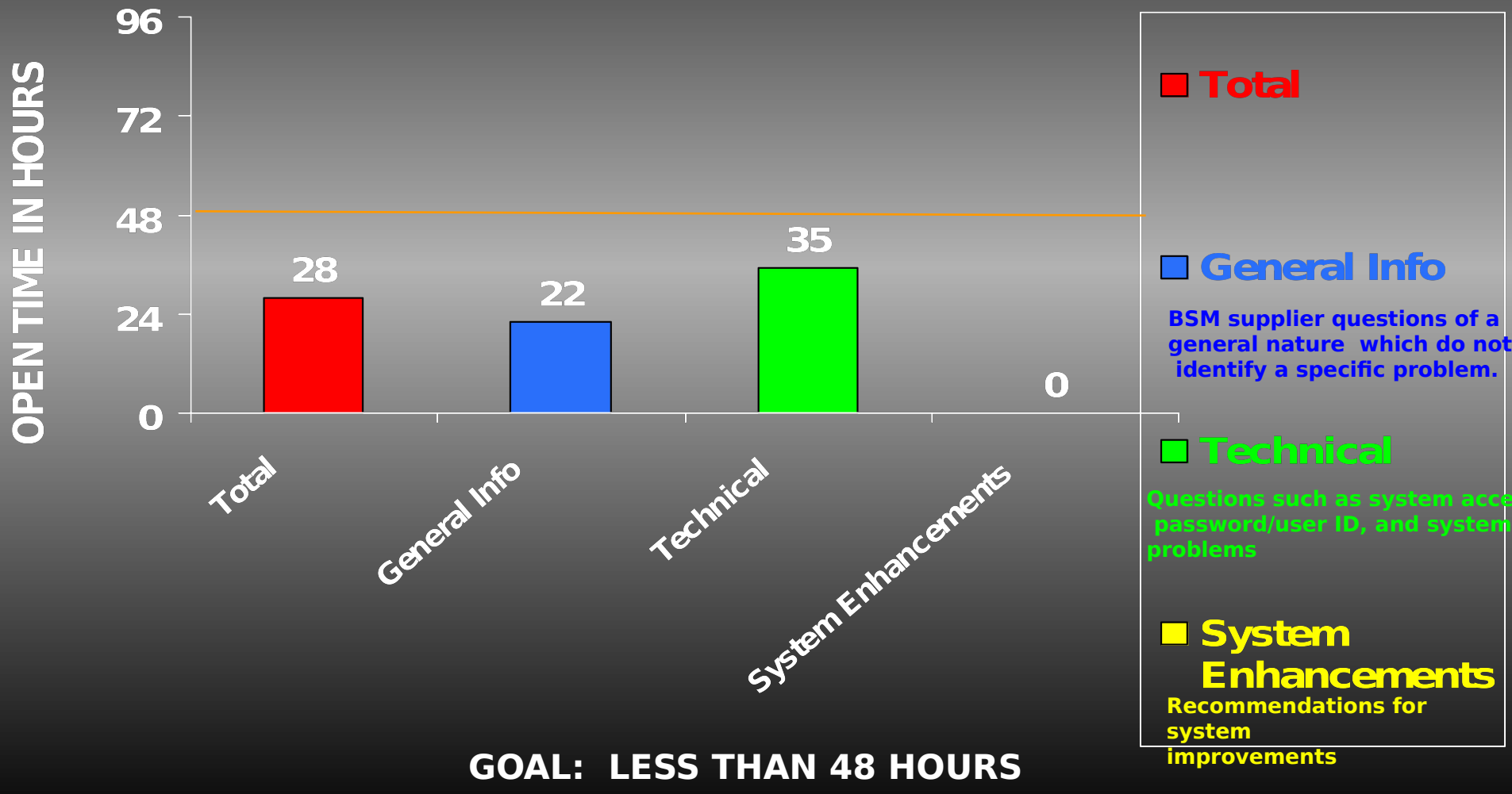
Questions such as system acce password/user ID, and system problems

**System Enhancements**

Recommendations for system improvements

# SRweb ISSUES

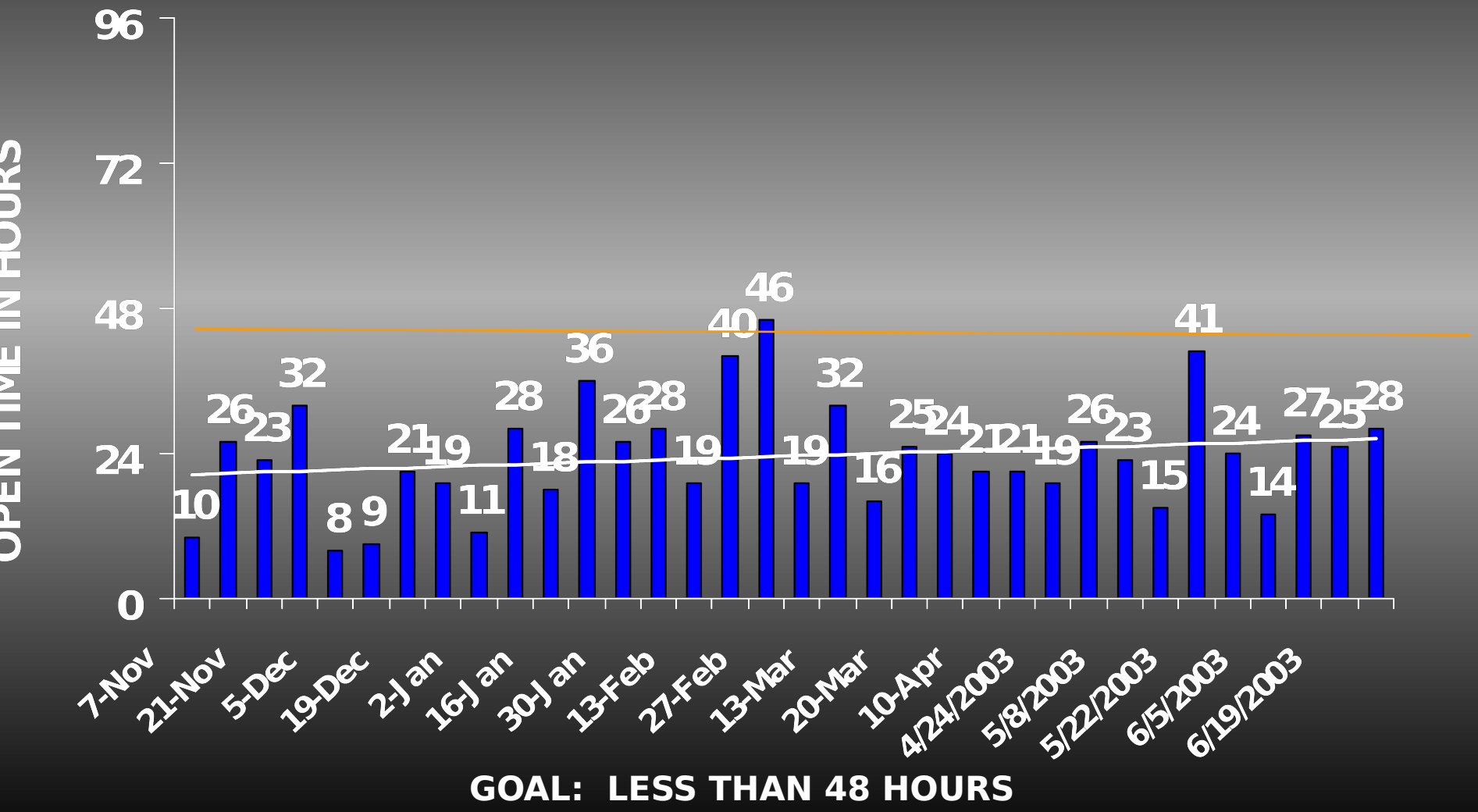
## Average Resolution Time
## 20 - 26 Jun 03




**GOAL: LESS THAN 48 HOURS**

# SRweb ISSUES

## Average Resolution Time (Trend)




**GOAL: LESS THAN 48 HOURS**

# AGED SRweb REMEDY ISSUES

## TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR SUSPENSE
## AS OF 26 Jun 03